

Dear Agilent Technologies Customer,

Please read the attached documents, fill in the appropriate information and fax (302-993-5975) or email ([LSCA-fieldrepaircenter@agilent.com](mailto:LSCA-fieldrepaircenter@agilent.com)) the forms below. The forms to be faxed or emailed are labeled Sheets 5, 6, 7, 8, and 9 on the lower right corner of each form. It is very important that you include the completed Health and Safety Declaration Form. No work can be started on your unit until we receive a completed copy of this form.

If you have any questions, please give us a call at (302) 993-5330.

**NOTE: IF THIS IS AN INSTRUMENT EXCHANGE, YOUR DEFECTIVE UNIT MUST BE RETURNED WITHIN FIVE (5) BUSINESS DAYS TO AVOID ADDITIONAL CHARGES.**

Thank you,

North American Field Repair Center  
Life Science & Chemical Analysis

Thank you for giving Agilent Technologies the opportunity to service your instrument. Listed below are the services offered by the North American Field Repair Center. Please call (800) 227-9770 to open a Service Request.

EQUIPMENT	EXCHANGE	RETURN TO AGILENT REPAIR (2)		
	PRICE (1)(4)(5)	PRICE (1)	IN-HOUSE	LOANER (6)
GC Products				
3395B/96C/97A	\$1,948.04	\$882.07	5 business days	\$310.00
3394A & Later Integrator PV	N/A	\$400.00	5 business days	N/A
35900E A/D	\$1,948.04	\$908.88	5 business days	N/A
G2912A Controller	\$1,948.04	\$908.88	5 business days	N/A
G2880A Injector	\$2,338.55	\$1,176.00	5 business days	N/A
G2913A/G2613A/G1513A Injector	\$1,948.04	\$908.88	5 business days	\$310.00
G4513A Injector	\$1,948.04	\$908.88	5 business days	\$310.00
G2916A Tray for 5890	\$1,498.50	\$908.88	5 business days	N/A
G2614A/18596C/M GC Tray	\$1,948.04	\$908.88	5 business days	\$310.00
G4514A/G4520A GC Tray	\$1,948.04	\$908.88	5 business days	\$310.00
G2630B 6850GC	N/A	Time & Materials	10 business days	N/A
G1888A, G1289A/90A Headspace	N/A	Time & Materials	12 business days	N/A
255 NCD/355 SCD Chemiluminescence Det	N/A	Time & Materials	15 business days	N/A
LTM/RVM Module	N/A	\$633.00	10 business days	N/A
Archon G7360A & G7361A	N/A	Time & Materials	15 business days	\$1,500.00
G6501/G6502 - CTC	N/A	Time & Materials	15 business days	N/A
GC Certified Reconditioning - H2607A	N/A	\$6,000.00	10 business days	N/A
LC Products				
G1310A/B LC Isocratic Pump	\$3,118.06	\$1,454.91	7 business days	N/A
G1311A LC Quaternary Pump	\$3,896.09	\$1,818.92	7 business days	N/A
G1311B/C LC Quaternary Pump	\$3,896.09	N/A	N/A	N/A
G1312A LC Binary Pump	\$3,896.09	\$1,818.92	7 business days	N/A
G1312B/C LC Binary Pump	\$2,996.99	\$1,818.92	7 business days	N/A
G1313A LC Autosampler	\$3,118.06	\$1,454.91	7 business days	N/A
G1329A/B LC Therm Autosampler	\$2,563.61	\$1,402.74	7 business days	N/A
G1367A/B/C LC Well-plate Sampler	\$3,596.62	\$2,181.78	7 business days	N/A
G1367D/E LC Well-plate Sampler	\$3,596.62	N/A	N/A	N/A
G1314A/B LC Variable Wavelength Det.	\$2,398.51	\$1,454.92	7 business days	N/A
G1314C/D/E/F LC Variable Wavelength Det.	\$2,064.87	N/A	N/A	N/A
G1315A/B LC Diode Array Detector	\$3,896.09	\$1,818.92	7 business days	N/A
G1315C/D/E LC Diode Array Detector	\$3,896.09	N/A	N/A	N/A
G1321A/B LC Fluorescence Detector	\$3,896.09	\$1,818.92	7 business days	N/A
G1362A LC Refractive Index Detector	\$3,896.09	\$1,818.92	7 business days	N/A
G1365A/B LC Multiple Wavelength Detector	\$3,118.06	\$1,818.92	7 business days	N/A
G1365C/D LC Multiple Wavelength Detector	\$3,118.06	N/A	N/A	N/A
G1322A, G1379A/B LC Degasser	\$2,398.51	\$1,454.94	7 business days	N/A
G1316A/B LC Column Compartment	\$2,398.51	\$1,454.94	7 business days	N/A
G1316C LC Column Compartment	\$1,833.28	\$1,269.25	7 business days	N/A
G1330B LC Thermostat	\$1,948.04	\$1,146.69	7 business days	N/A
G4220A/B Infinity Binary Pump	\$3,896.09	N/A	N/A	N/A
G4212A/B Infinity DAD	\$2,996.99	N/A	N/A	N/A
G4226A Infinity Autosampler	\$3,596.00	N/A	N/A	N/A
G4270/G4271 - CTC	N/A	Time & Materials	15 business days	N/A
LC Certified Reconditioning - H2607A	N/A	\$10,000.00	10 business days	N/A

EQUIPMENT	EXCHANGE	RETURN TO AGILENT REPAIR (2)		
	PRICE (1)(4)(5)	PRICE (1)	IN-HOUSE	LOANER (6)
<b>SFC Products</b>				
G4301A SFC Fusion A5 Module	N/A	Time & Materials	10 business days	N/A
G4302A SFC Binary Pump	N/A	Time & Materials	10 business days	N/A
G4303A SFC ALS	N/A	Time & Materials	10 business days	N/A
<b>Bio Products</b>				
G2938A/B/C Bioanalyzer	\$4,670.20	N/A	N/A	N/A
G2939A Electrophoresis Bioanalyzer	\$3,596.62	N/A	N/A	N/A
G3100A OffGel Fractionator	\$3,032.24	N/A	N/A	N/A
Mx3000P/Mx3005P QPCR	\$4,070.00	\$3,875.00	10 business days	\$1,500.00
SureCycler Base Units G8800A	\$1500.00	N/A	N/A	N/A
SureCycler Hot Tops G8810A/G8820A	\$950.00	N/A	N/A	N/A
Lab 901 TapeStation G2964AA, G2965AA	\$6500.00	N/A	N/A	N/A
G4240A Chip Cube	\$7000.00	N/A	N/A	N/A
<b>MS Products</b>				
5973/75 MS Ion Source Cleaning (3)	N/A	\$720.00	5 business days	N/A
5973/75 MS Analyzer	N/A	Time & Materials	5 business days	N/A
G1979A Multi-Signal Output Accessory	\$1,948.04	N/A	N/A	N/A
7000 MS Analyzer	N/A	Time & Materials	5 business days	N/A
7000 MS Ion Source Cleaning (3)	N/A	\$720.00	5 business days	N/A
<b>Micro GC Products</b>				
4900/490 Micro GC	N/A	Time & Materials	10 business days	N/A
<b>Varian Flash Products</b>				
IF280 or 280 SimpliFlash Pump	\$2,300.00	N/A	N/A	N/A
IF280 or 280 SimpliFlash Fraction Collector	\$2,700.00	N/A	N/A	N/A
IF280 UV-Fixed Detector	\$2,900.00	N/A	N/A	N/A
IF280 UV-Variable Detector	\$3,900.00	N/A	N/A	N/A
IF280 or IF420 Control Unit	\$2,800.00	N/A	N/A	N/A
IF420 or 420 SimpliFlash Pump	\$4,000.00	N/A	N/A	N/A
IF310 or 971-FP Pump	\$1,600.00	N/A	N/A	N/A
IF310 or 971-FP Fraction Collector	\$1,200.00	N/A	N/A	N/A
IF310 or 971-FP UV-Multi Detector	\$1,800.00	N/A	N/A	N/A
IF310 or 971-FP Control Unit	\$1,200.00	N/A	N/A	N/A
IF310 or 971-FP Column Station	\$1,100.00	N/A	N/A	N/A
<b>Varian PD Products</b>				
PD2006	N/A	Time & Materials	30 business days	N/A
2040 Series - PD2040 through PD2049	N/A	Time & Materials	30 business days	N/A
Batch - PD2067N, PD2068N	N/A	Time & Materials	30 business days	N/A
Batch - PD2070 through PD2079	N/A	Time & Materials	30 business days	N/A
Enterprise - PD2110 through PD2129	N/A	Time & Materials	30 business days	N/A
Benchtop - PD2210 through PD2229	N/A	Time & Materials	30 business days	N/A
PD4045, PD4046, PD4047	N/A	Time & Materials	30 business days	N/A
<b>Spectroscopy Products</b>				
Cary 50 UV Vis	N/A	Time & Materials	10 business days	N/A
Cary 60 UV Vis	Warranty Only	Time & Materials	10 business days	N/A

EQUIPMENT	EXCHANGE PRICE (1)(4)(5)	RETURN TO AGILENT REPAIR (2)		
		PRICE (1)	IN-HOUSE	LOANER (6)
<b>Varian Dissolution Products</b>				
VK 750 - Heater Circulator	N/A	Time & Materials	10 business days	N/A
VK 200 - Hardness Tester	N/A	Time & Materials	10 business days	N/A
VK 806 Syringe Pump	N/A	Time & Materials	10 business days	N/A
VK 808 Filter Changer	N/A	Time & Materials	10 business days	N/A
V-series Heater	N/A	Time & Materials	10 business days	N/A
Universal Heater	N/A	Time & Materials	10 business days	N/A
65-3840/50, G7986 WIH Heater/Circulator	\$950.00	Time & Materials	10 business days	N/A
Tap Density Tester	N/A	Time & Materials	10 business days	N/A
Friabilator	N/A	Time & Materials	10 business days	N/A
Peristaltic Pump	N/A	Time & Materials	10 business days	N/A
<b>Varian GPC Products</b>				
PL ELS 1000 / 2000 Detector	N/A	Time & Materials	10 business days	\$1,000.00
PL ELS 2100 Detector (S/N 004-163 or Higher)	N/A	Time & Materials	10 business days	\$1,000.00
PL ELS 2100 ICE Det (S/N 004-163 or Higher)	N/A	Time & Materials	10 business days	N/A
Varian 380/385, Agilent 4260A/61A ELS Detector	N/A	Time & Materials	10 business days	\$1,000.00
K-2501 UV Detector	N/A	Time & Materials	10 business days	N/A
356-LC RI Detector	N/A	Time & Materials	10 business days	N/A
K-2301 RI Detector for PL-GPC 50	N/A	Time & Materials	20 business days	N/A
PL RI Detector for PL-GPC 50	N/A	Time & Materials	10 business days	N/A
Midas Autosampler	N/A	Time & Materials	10 business days	N/A
PL-AS MT/RT Autosampler	N/A	Time & Materials	10 business days	N/A
PL DataStream	\$3,000.00	N/A	N/A	N/A
PL-BV 400RT Viscometer	N/A	Time & Materials	10 business days	N/A
PL-RTLS 15/90 Dual Angle LSD for GPC50+	N/A	Time & Materials	30 business days	N/A
390-LC 2 Compartment	N/A	Time & Materials	30 business days	N/A
390-LC 4 Compartment	N/A	Time & Materials	30 business days	N/A
LC390- DRI	N/A	Time & Materials	30 business days	N/A
LC390-visc	N/A	Time & Materials	30 business days	N/A
LC390-LS15/90	N/A	Time & Materials	30 business days	N/A
Tidy Drawer	N/A	Time & Materials	30 business days	N/A
<b>ECD Services</b>				
ECD Disposal	N/A	\$250.00	N/A	N/A
ECD Transfer	N/A	\$75.00	N/A	N/A
ECD 6890 Replacement	\$2,110.00	N/A	N/A	N/A
ECD 7890 Replacement	\$3,545.00	N/A	N/A	N/A
Evaluation Only	N/A	\$230.00 per hour	N/A	N/A

- (1) Pricing as of September 25, 2012 in U.S. dollars. Prices are subject to change without notice.
- (2) Out of support instruments are repaired on a "best effort" basis. Not all products can be repaired.
- (3) Agilent Technologies performs a cleaning and testing of the customer's ion source and returns the same source to the customer.
- (4) For these products, next day delivery is for U.S. Exchanges only. Canadian customers requesting an exchange may experience additional delays.
- (5) Exchange Terms: Customer-owned defective equipment must be returned to Agilent's North American Field Repair Center (NAFRC) within five (5) business days of receipt of the Exchange Equipment. If the Customer fails to meet this deadline, Agilent reserves the right to find the "Customer in Default" as outlined below.  
Agilent will not be liable for any direct, indirect, special, incidental or consequential damages, whether based on contract, tort, or any other legal theory, arising out of Customer's use of the equipment.
- (6) Loaners are available for the time period while customer's unit is being repaired. Cost covers Federal Express Priority 1 shipping and handling.

**Loaner Terms:** Customer may not move any Agilent-owned equipment from the location specified without prior written consent of Agilent. Customer's right to use this equipment is non-transferable. Customer will bear all risk of loss with respect to the Agilent-owned equipment from receipt until this equipment is returned to Agilent.

Customer-owned equipment must be returned to Agilent's North American Field Repair Center (NAFRC) within five (5) business days of receipt of the Agilent-owned Loaner. The Customer will be held responsible for the return of the Agilent Loaner Equipment in good operating condition within five (5) business days from receipt of the Customer-owned repaired equipment. If the Customer fails to meet either of these two deadlines, Agilent reserves the right to find the "Customer in Default" as outlined below.

Agilent will not be liable for any direct, indirect, special, incidental or consequential damages, whether based on contract, tort, or any other legal theory, arising out of Customer's use of the equipment.

**Customer in Default:** If the Agilent Loaner or Customer's Defective Exchange Equipment is not returned to the NAFRC per the above-specified conditions, the Customer will be charged for the full replacement value of new equipment as specified in "Price and Payment" below. The governing terms and conditions of the purchase will be Agilent Terms and Conditions of Sale and Service, Exhibit E16, Revision 11, dated 15-Aug-2003. A copy of these terms is available upon request. If Customer has an established Purchase Agreement with Agilent, the terms and conditions of the Purchase Agreement will be used in lieu of the Exhibit E16 to govern the purchase.

**Price and Payment:** If Customer is found in default, customer agrees to pay Agilent the full replacement value of new equipment of like kind and model. Payment is due Net 30 days from Agilent's invoice date. Payment terms are subject to Agilent credit approval.

This agreement will be governed in all respects by the laws of the State of Delaware without reference to any choice of laws provision. The NAFRC will not send any Agilent-owned loaner or exchange equipment to the Customer without first receiving a completed and signed copy of this agreement.

Completion of the fields below constitutes an electronic signature of the person listed in "**Service Authorizer Name**" and the Customer declares that he/she is authorized to commit his/her organization to this agreement and that he/she has read and agrees to the terms.

Service Authorizer Name:	
Service Authorizer Phone:	
Service Request Number:	
Company Name:	

Please fax or email all forms as early as possible to ensure same day shipping. We do our best to process all orders on the same day if the forms are received no later than 4:00 p.m. EST.

Fax to (302) 993-5975 or Email to [LSCA-fieldrepaircenter@agilent.com](mailto:LSCA-fieldrepaircenter@agilent.com)

Please fill out this page and fax or email along with the other forms of this document. This information will facilitate and expedite the repair of your equipment.

**What service are you requesting? This must be completed for order processing.**

Service Type:	<input type="checkbox"/> Repair with Loaner (see sheet 2 for loaner availability)
	<input type="checkbox"/> Repair only
	<input type="checkbox"/> Instrument Exchange
	<input type="checkbox"/> Other (Please Explain)
"Other" Service Type: (explain)	

**How will the repair be paid for? This must be completed for order processing.**

Payment Type:	<input type="checkbox"/> Warranty (one year from original purchase date)
	<input type="checkbox"/> Agreement
	<input type="checkbox"/> Credit Card (Please call (302) 993-5330 with Credit Card information)
	<input type="checkbox"/> Purchase Order (provide PO number below)
PO Number (if applicable):	
Tax Status:	<input type="checkbox"/> Taxable <input type="checkbox"/> Tax Exempt

**Note: Payment terms are defined per the Agilent Terms and Conditions of NET 30 unless differently negotiated with Agilent Technologies.**

**Repair Authorization**

Service Authorizer Name:	
Service Authorizer Phone:	
Email:	

**Notice: Completion of the above fields constitutes an electronic signature of the person listed in "Service Authorizer Name".**

**Accounts Payable Information** (Required for Credit Card and Purchase Order customers only)

Company Name:	
Address 1:	
Address 2:	
City:	
State/Province/Country:	
Zip/Postal Code:	

**Unit Failure Information**

Be sure that you have followed the troubleshooting and test procedures described in the manual. Enclose any printouts that may help to show the failure.

Failure Description:

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Failure Frequency:

<input type="checkbox"/> Intermittent	<input type="checkbox"/> Constant
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If this is an LC module, what is the firmware revision for the module?

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If you have Data and/or a Method available to assist with troubleshooting a repair, please ZIP the specific Data and/or Method Folder, attach the ZIP files to the email with this document, and email to [LSCA-fieldrepaircenter@agilent.com](mailto:LSCA-fieldrepaircenter@agilent.com).  
\*\*\*It is very important that you ZIP the "Folder" and not a single file. The data and method will not transfer properly if you send just the contents within the folder.

**Please provide the Service Request number that you received from our customer contact center.**

Service Request Number:

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**Please ship to:**

**North America Field Repair Center**  
**Agilent Technologies, Inc.**  
**2850 Centerville Road**  
**Wilmington, DE 19808**  
**Phone: (302) 993-5330**  
**Fax: (302) 993-5975**

**\*\*\*Do not ship accessories that are not required to complete the repair!\*\*\***

(power cords, manuals, cables, mounting brackets, syringes, tray quadrants, LAN cards, etc)

## **HEALTH AND SAFETY DECLARATION FOR RETURN OF AGILENT TECHNOLOGIES EQUIPMENT**

To protect our employees from exposure to various hazards , equipment must be decontaminated prior to returning it to Agilent Technologies, Inc. Costs for further decontamination by Agilent Technologies, Inc. may be passed onto the customer. Please answer the following to the best of your ability. This document **MUST** be filled out for work to be done on your unit. Fax this page with supporting information to (302) 993-5975. In addition, please include a copy of the this Health and Safety Declaration form with the shipment of your defective instrument.

When returning an instrument record the Model Number and Serial Number as appropriate.

Model Number:

Serial Number:

### **Have any of the following been used in or around the unit being returned?**

- ☐ YES ☐ NO Blood, body fluids (e.g. urine, secretions), pathological specimens
- ☐ YES ☐ NO Infectious substances or other bio-agents (e.g. protein, enzymes, antibodies)
- ☐ YES ☐ NO Regulated medical waste
- ☐ YES ☐ NO Radioactive isotopes are used in the area. Detail type (ECD, isotopic labels etc.) and activity level in micro Curies (explain below)
- ☐ YES ☐ NO Chemicals or substances that are hazardous to health
- ☐ YES ☐ NO Biodegradable material that could become hazardous
- ☐ YES ☐ NO Other hazards (explain below)

"Other Hazards" or  
Radioactive Isotopes  
Explanation

### **If you chose YES to any of the above:**

1. Specifically describe where (or in) the instrument there might be residual contamination (for example, blood spill on top of surface):

Residual Contamination:

2. Provide details of these hazards. Include names, materials safety data sheet MSDS and concentration of contaminants, where possible:

Hazard Details:

3. Describe your method of decontamination:

Decontamination Method:



## HEALTH AND SAFETY DECLARATION FOR RETURN OF AGILENT TECHNOLOGIES EQUIPMENT

I declare that the above information is true and complete to the best of my knowledge and belief.

H&S Declaration

Authorizer Name:

H&S Declaration

Authorizer Phone:

**Notice: Completion of the above fields constitutes an electronic signature of the person listed in "*H&S Declaration Authorizer Name*".**

### Shipping Information

Company Name:

Attention To:

Address 1:

Address 2:

City:

State / Province:

Zip / Postal Code:

Phone:

Fax:

**Shipment of this equipment may fall under federal regulations, including but not limited to 49CFR and IATA. All applicable regulations should be followed when returning this equipment.**